

# Monthly JET Newsletter

## June 2006



**jobs education & training**  
increasing economic opportunity and reducing poverty through jobs, education, and training

### Notes from the Field:

☞ Each month this space will be devoted to describing how local offices are turning policy into practice.

### Experiences from Oakland County

#### *Building Client Trust Through the Triage Process*

The sanctioning process in JET has been revised to include a multi-partner meeting with the client after the first act of non-compliance by the client. This meeting is known as a triage and typically includes the client, the DHS caseworker, and the MWA staff. The purpose of the triage is to uncover and address any barriers that might be impacting the client's ability to comply with her or his self-sufficiency plan, so that additional resources can be offered to the client to reduce or mitigate those barriers. Examples of non-compliance include failure to attend a Work First orientation or meeting with a case manager.

Oakland County has found that conducting triages has been a good way to build client trust. For example, a triage was scheduled when Darlene failed to show up for her Work First orientation. The triage included the MWA staff, who had never met Darlene. This meeting was actually the start the relationship between the MWA staff and Darlene. Because the triage has been framed as an opportunity to help, not a time to close the case, the group was able to build trust in that first meeting. The result of the first triage was another meeting where staff from partner agencies who might be able to help Darlene would be present, including mental health and child care.

#### *The Systems Navigator Model Accesses Additional Services for JET Clients*

The Oakland County JET pilot also includes the services of a newly formed position, called the "Systems Navigator." The person in this position is responsible for setting up a workable referral process for JET participants to receive additional needed services. Referrals for mental health, substance abuse, domestic violence, MRS, and many other services are not only made, but are monitored for successful participation. This position is being directly supported by The Oakland County Mental Health Authority and Oakland Community College and an ongoing collaboration with MRS, MWA, DHS and other local human service agencies around the county.

*"My job is to prevent people from falling through the cracks," says Rod Tapani, Oakland County's Systems Navigator. "This new position has given me the opportunity to work on many different barriers, that, in the past, have prevented participants from being successful in achieving self-sufficiency."*

*"The triage was actually the start of the client relationship," says Steven Caumartin, MWA case manager at the Oak Park Career Center*

## JET PILOTS ROLLOUT

### APRIL/ MAY 2006

- ✦ JET case remains active for 180 Days after FIP closure
- ✦ STFS training developed and delivered
- ✦ JET uses standardized assessment tools (Work Keys etc.)
- ✦ Triage before sanction is applied (good cause/barrier identification meeting between FIS, JET worker and client)
- ✦ No compliance test required before reopening
- ✦ Identify long-term recipients (see countable months) and – DHS/MWA engage them
- ✦ Develop Interagency Agreements/MOU
- ✦ STFS piloted

### JUNE

- ✦ JET readiness survey is completed by FIP applicants
- ✦ MWA/JET referral after FIP openings on CIMS

### JULY

- ✦ 90-day sanction piloted
- ✦ Link to other initiatives (Homelessness, Ruby Payne, Fatherhood)
- ✦ Accomplish, where agreed to locally, co-location of FIS/JET staff

**Note:** The Automated Screening Tool (FAST) will be online in August. In the interim, clients in non-compliance must be given an opportunity to complete a hard copy version of FAST (DHS- 595) before or during the triage session to evaluate the family situation before determining if a 3-month penalty applies. Staff must review the FAST and screen for potential barriers before the negative action is applied.

### AUGUST

- ✦ Family Automated Screening Tool (FAST) is piloted (Automatic notice sent to clients at FIP case opening)
- ✦ Family Self Sufficiency Plan (FSSP) required of mandatory as well as deferred FIP applicants/recipients. Non-compliance with FSSP sanctioned the same as non-compliance with work.

### OCTOBER

- ✦ Increase earned income disregard

**Want more info? Read more on engaging the "deferred" population, preparing JET staff to be successful...at the JET website at [www.michigan.gov/jet](http://www.michigan.gov/jet)**

## JET KICK OFF EVENTS

Each event, hosted by an MWA service center, will feature DHS Director Udow and DLEG Director Swanson, or key staff from their offices. In addition, MWA directors, MRS staff and JET clients will be on hand to officially kick off the start of the Jobs, Education and Training pilots. Legislators are being invited to participate and the media have also been invited to cover the events.

- **Sanilac County: July 14 , 1:00 - 2:00 pm**
- **Wayne County: July 21, 1:00 -2:00 pm**
- **Oakland County: August 11, 11:00 am -12:00 pm**
- **Kent County: August 18, 11:00 am - 12:00 pm**

☞ Visit the JET website at [www.michigan.gov/jet](http://www.michigan.gov/jet) for all the latest information

